AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Hawaii County Wireless E9-1-1 Status Report
May 1, 2010 – May 31, 2010

• PSAP Operations

9-1-1 Call Volume – May 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,372	4,082	39.4%	6,290	60.6%

(*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	50,408	20,044	39.8%	30,362	60.2%	2	0.0%	5,666	11.2%
AVG PER MO	10,082	4,009		6,072		0		1,133	

Note: Total Calls include Administrative calls that are not direct 911 calls.

HAWAII		TRANSFERRED TO FIRE								
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December										
November										
October										
September										
August										
July										
June										
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	9,295	4,624	49.8%	23.1%	4,664	50.2%	15.4%	7	0.1%	185	2.0%
AVG PER MO	1,859	925			933			1		37	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

- ### PSAP Operations (continued)

Wireless Test – May 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
05/25/10	Sprint	1	3	Hawaii PSAP/ Akimeka

05/01/10 -- Ongoing

Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands.

The rehoming and upgrade project (Phase 2) has been completed on Kaua`i, Hawai`i, Maui, Lanai, and Molokai (May 5, 2010). Hawaii AT&T Mobility representatives are working with their Corporate counterparts for the CGI upgrade. AT&T Mobility is expected to schedule a conference call after June 15th to discuss the next steps with the Neighbor Island PSAPs.

05/01/10 -- Ongoing

Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Intrado proposed to schedule a "webinar" with the Neighbor Island PSAPs to review and coordinate the next steps in providing telematic calls to the native 9-1-1 network. A target date for the "webinar" was not provided.

05/01/10 -- 05/04/10

On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all of the Wireless Service Providers (WSP).

05/01/10 -- 05/13/10

In response to Hawaiian Telcom, Inc.'s (HTI) notice to bill the Neighbor Island PSAPs for long distance charges, Akimeka personnel coordinated and consolidated questions and responses for the Neighbor Island PSAPs. This was a topic of discussion at the Wireless E9-1-1 Board Technical/Finance Committee meeting and the Wireless E9-1-1 Board meeting held on May 13, 2010.

At the May 13th Wireless E9-1-1 Board meeting, it was agreed that Hawaiian Telcom, Inc., would provide additional information at the next Wireless E9-1-1 Board Technical/Finance Committee meeting in June 2010.

05/01/10 -- 05/31/10

Akimeka personnel with the assistance of Intrado, completed a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). Intrado will not sanction and authenticate the flowchart. The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test.

The flowchart is still in draft form and under review. Once finalized, the flowchart will be shared with the Neighbor Island PSAPs.

- ## PSAP Operations (continued)

05/03/10 -- 05/26/10	Akimeka personnel and AT&T Mobility personnel coordinated dates and information for the Neighbor Island PSAPs regarding a SS7 upgrade with Hawaiian Telcom, Inc. (HTI). The upgrade was successfully completed on May 26, 2010.
05/10/10 -- 05/19/10	In late April 2010, Hawaii County Police advised Akimeka that they are in the process of obtaining accreditation through CALEA (Communications Assistance for Law Enforcement) and asked Akimeka for assistance to convert all Lesson Plans (approximately 81) into a special format.
	Akimeka advised Lieutenant Wana that Akimeka would be willing to assist -- time permitting. Twenty-five (25) out of the 81 Lesson Plans have been converted and returned to the Hawaii County Police as of May 19, 2010.
05/12/10	Akimeka personnel distributed to the Wireless Service Providers (WSP) a 2010 Holiday NO TEST schedule for each of the Neighbor Island PSAPs.
05/12/10 -- 05/14/10	Akimeka personnel informed Jennie Stein of Sprint/Nextel that the use of the 7-digit Admin telephone number was never authorized by the Neighbor Island PSAPs. It was explained that the Punahou overflow trunks were the preferred route.
	Glenn Roach, Executive Director of the Wireless E9-1-1 Board, interceded to work with Sprint/Nextel and Hawaiian Telcom, Inc., to develop a solution.
05/16/10 -- Ongoing	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010.
	This request will take considerable effort to coordinate the MSAG Community changes. Akimeka will discuss this further with the Hawaii County PSAP. See Service Request #220 which will be used to track this project and action item.
05/18/10	Akimeka personnel distributed an announcement to all State of Hawaii PSAPs to inform the PSAPs of the new commanders for the Maui and Molokai PSAPs -- Lieutenant Jayson Rego and Lieutenant Leighton Kanaele, respectively.
05/19/10 -- Ongoing	Akimeka personnel notified Mobi PCS and Intrado that an annual audit would be conducted. They are in the process of providing the necessary TVWs.
05/20/10	Akimeka personnel participated in the PSAP Forum sponsored by Hawaiian Telcom, Inc. to discuss Next Generation 9-1-1 (NG9-1-1).
05/26/10	Akimeka personnel attended the Best Practices in Public Safety Recording, Quality Assurance, and Training webinar. PowerPoint and re-telecast times were distributed to the Neighbor Island PSAPs.

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- ## MSAG

Current Month – May 2010

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	**255**	**233**	**114**	**66**	**18**	**12**	**23**	**314**	**22**	**0**	**0**
		Revised categories and report format changes effective April 2009.									

A total of 255 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of May 2010, a total of 314 customer ANI/ALI records were updated as a result of the 233 changes made to the MSAG database and 22 ALI Discrepancy reports were submitted to 911Net.

There are no records in Suspended status as of May 31, 2010 – eight consecutive months since October 2009.

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	**991**	**868**	**338**	**203**	**119**	**115**	**93**	**5,113**	**123**		
AVG PER MO	**198**	**174**	**68**	**41**	**24**	**23**	**19**	**1,023**	**25**		
		(*) Applies to Change, Delete and Insert categories									

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- ## Mapping Layers Updated/Loaded Into GIS – May 2010

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers			05/27/10	
Street Centerline			05/27/10	
	05/26/10			
	05/11/10			Corrected errors necessary for Intergraph CAD
	05/10/10			
	05/06/10			
Address Points				
	05/27/10		05/27/10	
	05/14/10			Added common name
	05/12/10			Corrected errors necessary for Intergraph CAD
Psuedo Address Points	05/28/10			
			05/27/10	
	05/17/10			
	05/10/10			
Parcels				
Churches				
Coastal Names				
	05/27/10			
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
	05/27/10			Pahoa Fire Station relocated, edited per HFD
Food & Beverage				
Hospitals				
Hotels				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest			05/27/10	
Police Beat Boundaries				
			05/27/10	
Police District				
Police ESZ				
Police Stations				
Post Office				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- ## Mapping Layers Updated/Loaded Into GIS – May 2010
  (continued)

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
HAWAII				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note:	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Current Month GIS Activities – May 2010

05/03/10 — Akimeka GIS personnel sent screenshots of the Kona Police ESZs to Lieutenant Wana in order to obtain approval and sign off on the changes made.

05/05/10 — Akimeka GIS personnel discussed and verified symbology and data issues regarding major road classifications with Hawaii County Police and Fire.

05/10/10 — Akimeka GIS personnel discussed the metadata with concerned parties.

05/10/10 — Akimeka GIS personnel started planning process for the GPS Data Collection project for Hawaii County major roads.

05/17/10 -- 05/18/10 — Akimeka GIS personnel created a map and list of road names for the GPS Data Collection - Phase I project, along with a schedule.

05/19/10 — Akimeka GIS personnel worked on comparing the proposed roads for the GPS Data Collection - Phase I project against proposed roads for Phase II.

05/27/10 — Akimeka GIS personel uploaded PowerMap to reflect the approved Kona District Beats.

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- ## Service Requests Transactions

Open Service Requests – May 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/14/10	200	Incorrect Address: TN = 808/929-9715; No House Number	MSAG - ANI/ALI Discrepancy	Normal	Discrepancy report submitted to Intrado on May 14, 2010 to update customer record. Change is still pending.
2		201	Incorrect Address: TN = 808/776-1683	MSAG - ANI/ALI Discrepancy	Normal	
3		202	Incorrect Address: TN = 808/328-2390	MSAG - ANI/ALI Discrepancy	Low	
4		203	Incorrect Address: TN = 808/776-1943; No House Number	MSAG - ANI/ALI Discrepancy	Low	
5		204	Incorrect Address: TN = 808/775-7476	MSAG - ANI/ALI Discrepancy	Normal	
6		205	Incorrect Address: TN = 808/776-1683	MSAG - ANI/ALI Discrepancy	Normal	
7		206	Incorrect Address: TN = 808/884-5701	MSAG - ANI/ALI Discrepancy	Normal	
8		207	Incorrect Address: TN = 808/968-6797	MSAG - ANI/ALI Discrepancy	Normal	
9		208	Incorrect Address: TN = 808/929-7399	MSAG - ANI/ALI Discrepancy	Normal	
10		209	Incorrect Address: TN = 808/775-0855; No House Number	MSAG - ANI/ALI Discrepancy	Normal	
11		210	Incorrect Address: TN = 808/333-5767; Incorrect House Number	MSAG - ANI/ALI Discrepancy	Normal	
12		211	Incorrect Address: TN = 808/935-2138; Incorrect House Number	MSAG - ANI/ALI Discrepancy	Normal	
13		212	Incorrect Address: TN = 808/968-6190; No House Number	MSAG - ANI/ALI Discrepancy	Normal	
14		213	Incorrect Address: TN = 808/964-3192; No House Number	MSAG - ANI/ALI Discrepancy	Normal	
15		216	Incorrect Address: TN = 808/765-9940	MSAG - ANI/ALI Discrepancy	Normal	
16	05/25/10	214	Discrepancy discovered with the Common Place Names data which differed between the Kona position and the Puna position. Not all positions were checked but it is expected that all positions have the same data with the same capabilities. Also, the spelling for Longs Drugs is not consistent. One is spelled as LONG instead of LONGS. And, other Longs stores are missing.	911 Map -- Other	Normal	Akimeka can add any common names provided by Hawaii County Police and/or Fire. These changes will not be reflected on the CAD until the next map roll. These changes will be reflected on the next PowerMap update.
17	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010. This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
			Documented Items Per April 9 Intergraph Conference Call			
18	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka is awaiting a copy of the approved written descriptions of the police and fire beats from the Hawaii County PSAPs.

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- ## Service Requests Transactions

Year-to-Date (YTD) Summary – 2010

2010	HAWAII			SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	24	15	18	4	10	19	4	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	81	63	18	18	16	62	46	0	0	1	1

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Akimeka is working closely with Intergraph to modify GIS layers to meet Intergraph standards. Each request for modifications from Intergraph was entered as a Service Request for reporting and tracking purposes.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions